



Iowa Department of Human Services

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Director

June 3, 2014

Date Complaint Received:	5/12/14
Complaint Received By:	DHS
Provider Name and Location:	Linda Coplan, 955 18 th Street, Bettendorf, IA 52722

Complaint: It was reported that Linda was on the phone with CCA Unit and was talking about a possible category change. It is reported that Linda 'sounded agitated'. Toward the end of the conversation a child started crying and the provider reportedly told the child to "shut the f up and close their mouth and get on the couch". The child was crying loudly and the provider then proceeded to hang up the phone.

Rule Basis: Rule Basis: 441 Iowa Administrative Code, Chapter 110.5(6)b: I will refrain from administering any punishment which is humiliating or frightening, or causes pain or discomfort to a child. 110.5(6)d: I will refrain my verbal abuse, threats, or derogatory remarks about the child or the child's family at all times.

Findings: Kathy Huinker met with Linda Coplan on 5/12/2014 after numerous attempts on 5/9/2014. Ms. Coplan stated that on the day in question, she was talking to Rebekka at the Child Care Unit about a possible change to a different category. Ms. Coplan reported that her next door neighbors were using power equipment outside while working on their lawn, and Linda had jusat reportedly got all of her day care children down for a nap. One child reportedly woke up from the noise and was crying and upset. Linda told her assistant, who is not approved, to tell the neighbors to "shut the f--- up" as they were disturbing the kids. Linda stated that she did not say anything about getting on the couch.

Linda admitted to using inappropriate language in the presence of her day care children and therefore there is enough information to state that this occurred.

Additionally, Linda admitted to having an unapproved assistant in her home. This is a violation of Iowa Administrative Code, Chapter 110.5(2)c: An individual file is maintained for each staff assistant and contains: A completed DHS Criminal History Record Check, for B, 595-1396, A completed Request for Child Abuse Information, form 470-0643, A physician's signed statement of health and immunization status at the time of employment and at least every two years thereafter. Certification of two hours of approved training relating to identification and reporting of child abuse within 6 months of employment and repeated every 5 years.

Resolution: Linda signed a Safety Plan on 5/12/14 stating that "Effective immediately, she agrees to the terms of the following safety plan: I agree that I will follow 441 Iowa

Administrative Code, Chapter 110.5(6) regarding the rules on Discipline in child development homes. I will refrain my administering any punishment which is humiliating or frightening, or causes pain or discomfort to a child. 110.5(6)d: I will refrain from verbal abuse, threats, or derogatory remarks about the child or the child's family at all times. (This includes cussing, swearing, and the use of profanity in the presence of the children). I understand failure to follow this Corrective Action/Safety Plan may result in the revocation of my child care registration. Linda agreed to get her unapproved helper approved immediately and not have her care for children until approved by Des Moines.

If you have any questions regarding this matter feel free to contact me at 563-326-8215 or email address khuinke@dhs.state.ia.us.

Sincerely,

Kathy Huinker, SWII
Social Worker